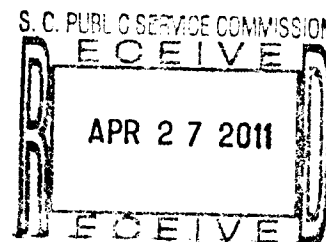


Deborah Fitts Hinkle  
541 Harbour Place Court  
Lexington, SC 29072  
(803) 359-9670  
[dhinkle@conceptunlimitedinc.com](mailto:dhinkle@conceptunlimitedinc.com)



April 25, 2010

Public Service Commission  
Executive Center Drive, Suite 100  
Columbia, SC 29210 Docket 2011-47-WS

RE: LETTER OF PROTEST - Carolina Water request for 80% rate hike  
Docket 2011-47-WS

To whom it may concern:

As a homeowner in the Carolina Water / Utilities, Inc. service area, I would like to request that the Public Service Commission turn down Carolina Water's request for a price increase to its customers.

In 2009, I had filed a complaint against Utilities, Inc. with the Office of Regulatory Staff. At that time, I also testified during the hearing.

At the time of the complaint, not only was this company not billing the customer's in a timely manner, but they were also over charging us at times. When I called the company to get resolution, they would not provide you with contact information for their headquarters. Since the hearing, they did get the billing back onto a monthly cycle, but we still continue to have issues with this company. Just recently we had trouble over water pressure.

I have a family of four. Here are the last few month of our water bills:

March 2011 - \$113.59  
February 2011 -- 136.18  
January 2011 - \$110.47  
December 2010 - \$184.97  
November 2010 - \$248.18  
October 2010 - \$233.55  
September - \$246.22

I cannot afford to remain on their service if you approve their rate increase, yet I will not have an alternative source to get my water service elsewhere. Thank you for taking my complaint into consideration.

Sincerely,

A handwritten signature in cursive script, appearing to read "Deborah Fitts Hinkle".

Deborah Fitts Hinkle